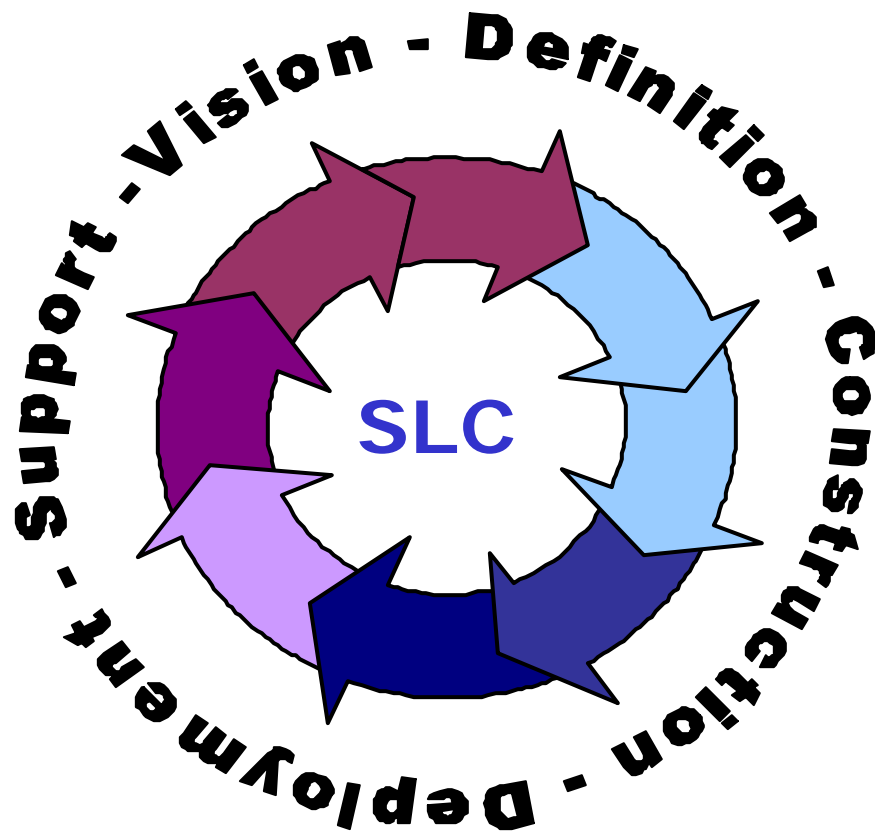




FSA
FEDERAL
STUDENT AID

We Help Put America Through School



The Solution Life Cycle

Solution Life Cycle (SLC) Change Control Process

Version 8.4

January 13, 2003



Table of Contents

Introduction.....	3
Change Control Process Workflow	4
SLC Change Control Process Workflow Description.....	5
Appendix A - Template for Review of SLC Change Requests (embedded file).....	I
Appendix B - Configuration Item Index Template for SLC Documentation (embedded file)	II
Appendix C - Change Log Template for SLC Documentation Reviews (embedded file).....	III



This document provides FSA guidelines and references for the change control process for the Solution Life Cycle (SLC).

Introduction

The Change Control Process is the foundation for refreshing the SLC and ensuring it keeps pace with the ever changing IT environment. This document outlines the tasks that complete a change request's life cycle.

The benefits of the Change Control Process include:

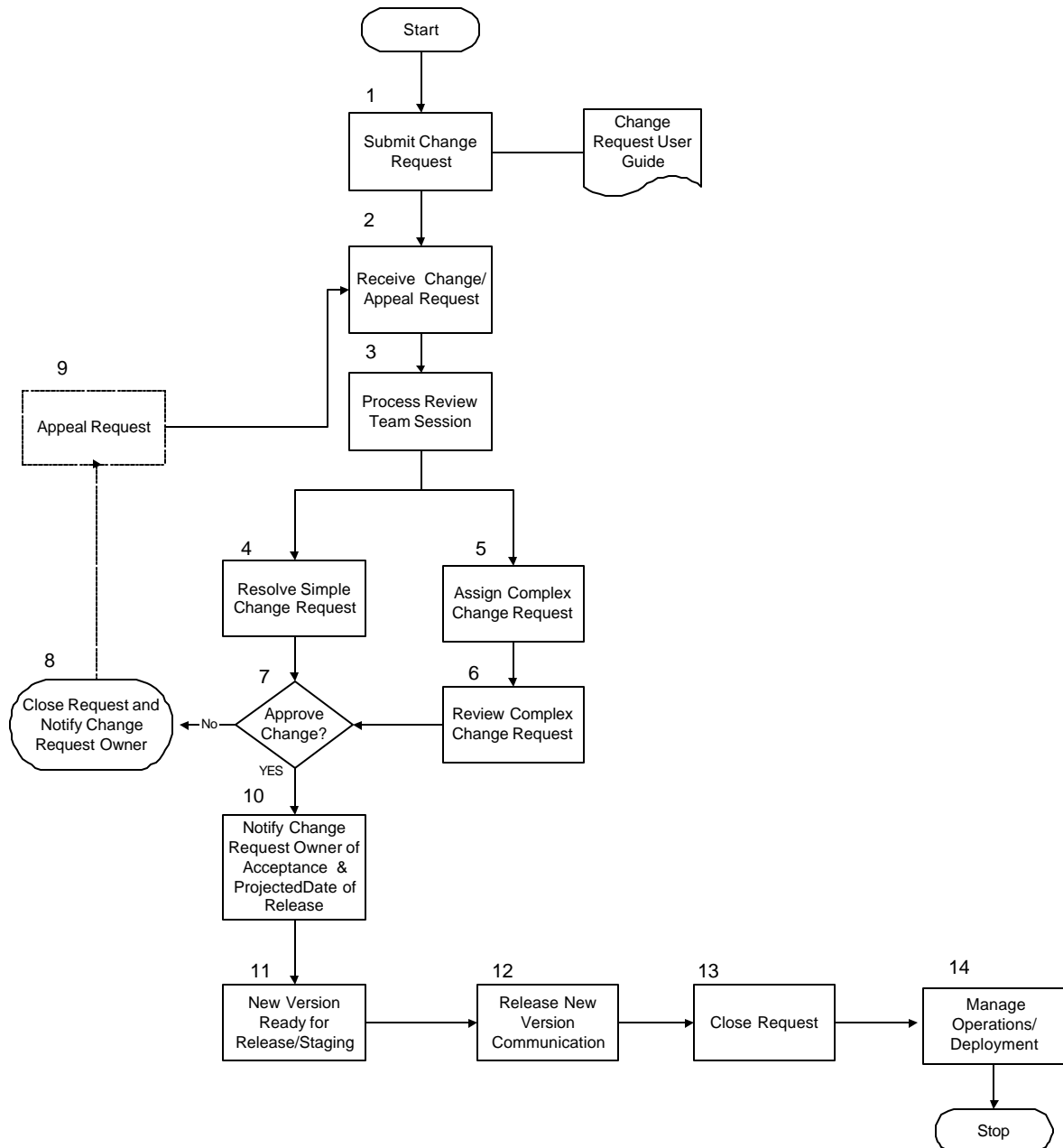
- ❑ Efficient and reusable process for change requests of the SLC process

The change control process for the SLC consists of several defined steps that outline the path to managing a change request.

Change Control Steps for the SLC:

- Submit Request Change*
- Receive Change/Appeal Request*
- Conduct Process Review Team Session*
- Validate Change Request*
- Prioritize and Categorize Change Request*
- Resolve Simple Change Request*
- Assign Complex Change Request*
- Resolve Complex Change Request*
- Approve Change?*
- Notify Change Request Owner of Acceptance & Projected Date of Release*
- New Version Ready for Release/Staging*
- Release New Version Communication*
- Close Request*
- Manage Operation/Deployment*

Change Control Process Workflow





SLC Change Control Process Workflow Description

Step #	Step Description	Responsibility	Tools	Deliverables / Outcomes
Start				
1.	Submit Change Request <ul style="list-style-type: none"> Change Request Owner submits Change Request in SLC Rational ClearQuest Tool 	Change Request Owner	SLC ClearQuest Tool	Change Request is submitted.
2.	Receive Change Request – <ul style="list-style-type: none"> The change request is received by the SLC Change Control Process Lead. ClearQuest generates a system identification number Duplicate requests will be linked to the original change request number and then closed. 	SLC Change Control Process Lead	SLC ClearQuest Tool	Change Request is given a unique identification number by ClearQuest or is closed.
3.	Process Review Team Session – The SLC Change Control Process Lead/ Designee will prepare an agenda generated from the Change Request log, which will include all new and outstanding change requests. The SLC PRT will then validate, prioritize and categorize the Change Requests. <p>Priorities:</p> <ul style="list-style-type: none"> High Impact Medium Impact Low Impact <p>Categories (Simple Change):</p> <ul style="list-style-type: none"> Enhancement Clarification <p>Categories (Complex Change):</p> <ul style="list-style-type: none"> New Step/Methodology Changes CMM Compliance Changes Contractual Obligation Deletion 	Process Review Team and the SLC Change Control Process Lead/ Designee	SLC ClearQuest Tool	The Change Request is updated with the priority and category.



Step #	Step Description	Responsibility	Tools	Deliverables / Outcomes
4.	Resolve Simple Change Request - <ul style="list-style-type: none"> □ This step involves assigning a designated individual or a project team to provide written documentation of the decision. 	PRT Chairperson/ Designee	SLC ClearQuest Tool	Document with final decision
5.	Assign Complex Change Request – <ul style="list-style-type: none"> □ This step involves assigning a designated individual or a project team/Subject Matter Expert (SME) to provide an expert opinion on the change request. 	PRT Chairperson	SLC ClearQuest Tool	Document with designated resource(s)
6.	Review Complex Change Request – <ul style="list-style-type: none"> □ PRT obtains SME's recommendation. □ Designated resource will provide additional clarification upon request. □ Change request owner may provide additional input. 	SME	SLC ClearQuest Tool	Document with expert recommendation
7.	Approve Change? – <ul style="list-style-type: none"> □ The revised SLC is reviewed and approved by the SLC PRT. □ The SLC Change Control Process Lead/ Designee is responsible for updating the SLC with the approval of the FSA Project Manager and the Executive Sponsor. A completed and approved document is then prepared for the next release of the SLC.	Process Review Team	SLC ClearQuest Tool	The Change Request status is updated to Approved or Rejected.
8.	Close Request and Notify Change Request Owner(s) <ul style="list-style-type: none"> □ If the change is rejected, the SLC PRT will notify the request owner and close the request entry. 	SLC Change Control Process Lead	E-mail SLC ClearQuest Tool	Request Owners are notified.



Step #	Step Description	Responsibility	Tools	Deliverables / Outcomes
9.	Appeal Request <ul style="list-style-type: none"> Change Request Owner may appeal the PRT's decision. 	Change Request Owner	SLC ClearQuest Tool	Change Requestor provides details/ reasons for appeal and any supporting documents.
10.	Notify Change Request Owner of Acceptance & Projected Date of Release	SLC Change Control Process Lead	E-mail	Request Owners are notified.
11.	New Version Ready for Release/Staging – <ul style="list-style-type: none"> The change undergoes final technical editing & review The document will be released during the next scheduled release of the SLC. 	SLC Change Control Process Lead PRT Chairperson/ Designee Executive Sponsor	MS Word Clear Quest	A New Version of the SLC is scheduled for the next release.
12.	Release New Version Communication – <ul style="list-style-type: none"> All of the latest, approved changes to the SLC are communicated to the requestor(s). A communication is prepared and sent out to FSA Net. 	PRT Communication Team	Email FSA Net	Request Owner(s) are notified.
13.	Close Request – <ul style="list-style-type: none"> Once the change to the SLC is released, the change request is closed. (Internal SLC PRT Process) 	PRT Chairperson/ Designee Executive Sponsor	Excel SLC ClearQuest Tool	Change Request Entry is closed in ClearQuest.
14.	Manage Operations/Deployment – <ul style="list-style-type: none"> The SLC PRT and the change request owner will manage the deployment. The SLC PRT will manage any outstanding questions that arise from the actual implementation of the change related to the Solution Life Cycle. 	Assigned PRT member and the Change Request Owner	SLC ClearQuest Tool MS Word	Lessons Learned are maintained in the SLC PRT Library.
Stop				



Appendix A - Template for Review of SLC Change Requests (embedded file)



"Template for
Review of SLC CRs, C



Appendix B - Configuration Item Index Template for SLC Documentation (embedded file)



"Configuration Item
Index Template for S



Appendix C - Change Log Template for SLC Documentation Reviews (embedded file)



"Change Log
Template for SLC Doc